City of Kenmore, Washington
Financial Management Software System
Request for Proposals

Issued: November 2, 2015
Date Due: December 4, 2015
Time Due: 5:00 p.m. Pacific Standard Time

1. Introduction

The City of Kenmore ("City") is requesting proposals for a replacement Municipal Financial Management software system. The City is currently using Blackbaud Fundware for general ledger, payroll, accounts payable and cash receipting. The desired software system would be a turnkey system, specifically designed to provide electronic solutions for government fund accounting, project accounting, budgeting, cash receipting, payroll, accounts payable, fixed assets, and bank reconciliation, with the ability to import or export data directly to State/Federal reporting systems, be compliant with the Washington State Auditor's prescribed Budget, Accounting and Reporting System (BARS) for a cash basis City, and with the ability to interface with other departmental systems such as permitting systems. The City may also be interested in additional modules for human resources, grant management, miscellaneous billing, purchase orders and encumbering, etc as noted below.

Software as a Service and/or Cloud based applications are of interest to the City and Vendors that offer financial software systems that can be so deployed are encouraged to respond.

It is the City's preference to enter into an agreement with a single Vendor who can provide the complete range of required and desired modules, along with excellent customer service support. Third party applications for some of the modules may be considered but must be fully disclosed in the RFP response. The selected Vendor will be able to demonstrate that they possess the organizational, functional, technical, and customer service capabilities to perform the services requested. The City will rely upon the Vendor's expertise to develop, deliver, implement, train, and maintain solutions that fulfill the defined business requirements. The City expects all Vendors to exercise the highest degree of integrity in all dealings with employees, contractors and other associates of the City.

This will be a competitive negotiation process. The City reserves the right to reject all proposals, issue another Request for Proposal (RFP), and to waive any minor informalities or irregularities contained in any proposal. This RFP does not commit the City of Kenmore to reimburse vendors for proposal submission costs. Price is an important consideration in the process, but not the only consideration. Other factors include track record of successes at other municipalities, identification and understanding of the City's requirements, conversion, training and implementation strategy, cohesiveness and usability of the solution presented, company stability, and experience and qualifications of key personnel. The selection of finalists and the final award will be determined based on the proposal submitted by a qualified vendor that best meets the needs of the City as determined by the City. The City of Kenmore reserves the right to reject any or all proposals.

1.1. Overview of City

Kenmore, Washington is located just north of Seattle at the north end of Lake Washington. Though the community of Kenmore was established over 100 years ago, the City of Kenmore was incorporated in 1998. The current population is 21,370. Kenmore's exceptional location makes it very accessible to Seattle, Eastside and Snohomish County employment centers.

Kenmore is a built-out City with limited population growth potential. The growth in the number of City employees and system users will be minimal. Direct system users are

expected to be about 5. Limited system users (ability to view or run reports) are expected to be about 35.

The City provides general administration and financial services, community and development services, engineering, and surface water management. The City contracts with other agencies for computer network administration, police services, and street and park maintenance and improvements.

There are 31 full time equivalent and up to 15 part time positions in the City, paid on a biweekly basis.

The City's biennial budget can be found on the City's web site at CivicWeb: 2015-2016 Adopted Biennial Budget.

The City's IT Strategic Plan issued in 2013 prioritized the need for a financial management solution that supports the financial management needs of the City.

Visit the City of Kenmore website www.kenmorewa.gov for more information.

1.2.   Preliminary Schedule

Milestone	Scheduled Date
RFP Published	November 2, 2015
Vendor Questions Due	November 13, 2015
Answers to Questions emailed and posted on City Website	November 20. 2015
RFP Submittal Deadline; 5:00 PM	December 4, 2015
Finalists Selected and Notified	December 18, 2015
Vendor Demonstrations by Finalists Complete	January 22, 2016
Selection of Firm	February 5, 2016
Contract Awarded with Council Approval	February 22, 2016
Begin Implementation Process	March 7, 2015
Cut Over/Go Live	TBD

The City reserves the right to modify the schedule as the City in its sole discretion may determine necessary.

1.3.   Proposal Requirements

Submit 4 original copies of the proposal responding to the RFP. Proposals are due in the office of the City Clerk no later than **5:00 p.m. Pacific Standard Time on Friday, November 27, 2015**. Proposals are to be marked "City of Kenmore Financial Management Software System". Proposals submitted after the deadline date and time will not be accepted. The official clock for submission of proposal responses is located at the Kenmore City Hall. All proposals and accompanying documentation will become the property of the City and will not be returned. Contractors accept all risk of late delivery of mailed proposals.

Submittal address:

City Clerk
Financial Management Software System RFP
City of Kenmore
18120 68th Ave NE
PO Box 82607
Kenmore, WA 98028

Electronic submittals are NOT acceptable.

1.4. Communications with the City of Kenmore

Any questions regarding the submittal process and/or the technical aspects of the project may be made via e-mail to Joanne Gregory at JGregory@kenmorewa.gov. Only e-mail communications will be accepted. All responses will be provided via e-mail to all known bidders and posted on the City's website. Questions and responses will be shared with all firms that provide an e-mail address.

The City's RFP for a Financial Management Software system will be available for review on the City's website, www.kenmorewa.gov, or at City Hall during regular business hours.

2. Proposal Format and Requirements

Vendors
- Vendors must submit the cost proposals on the form provided (Appendix A).
- Pricing must be detailed by module.
- Pricing must include all costs related to software, hardware required, conversion of existing data where specified below, installation, training, final implementation and annual support and licensing costs.
- Vendors who choose to submit a joint RFP by combining various software packages must submit a single RFP identifying the responsible vendor for each module.
- Vendors selected by the City shall be available to provide a demonstration of programs proposed during the post RFP evaluation process.
- Vendor selected by the City will be required to provide a database schema showing table contents and inter-relationship, as well as database and field listings and definitions.

General System
- Full integration between financial modules, open integration with other systems (such as CRW permitting, mybuildingpermit.com).
- BARS account format compliance (as defined by the WA State Auditor's Office).
- Compatibility with MS Office products.
- Single entry of information updating multiple modules.
- Windows client, ease of use, ability to view increasing levels of detail.
- Dashboard analytics for high level management and viewing.
- Ability to attach images (scanned or electronic documents).
- Ability to assign various levels of access and security.
- Real time processing.

- Ability to customize fields and reports.
- On line timesheet preparation and import to payroll.
- Easy export of data and ability to create ad hoc reports and queries.
- Reliable, responsive customer support, company stability, and proven ability to successfully implement similar solutions to local governments.

Specific System
The City intends to purchase an integrated system that encompasses the following:

Required:
Financial Accounting
General Ledger
Budgeting (Multi Year Budgeting Preferred)(Integrated with General Ledger)
Accounts Payable
Project Accounting (integrated with General Ledger, Accounts Payable and Payroll)
Cash Receipting (integrated with General Ledger)
Inter-fund Transfers and Allocations
Banking/Reconciliation
Capability of Account and Budget Adjustments
Payroll
Web or online based time keeping
Web or online based personnel services such as pay stubs, W-2s, beneficiary info, etc.
Reporting
Standardized Reports
Ad hoc or ability to easily create custom reports or queries.

Optional:
Human Resources (integrated with General Ledger, Payroll, Budget)
Contract Management (integrated with General Ledger, Accounts Payable, Budget)
Purchase Orders
Fixed Asset Tracking (integrated with General Ledger, Accounts Payable)
Grant Management
Work Order/Service Tracking

Conversion Needs:
General Ledger: Historical and year to date transactional data
Accounts Payable: Vendor Master File
Payroll: Employee Master File, payroll history to the extent it exists

For each subsystem, identify when the application was first put into production, how many sites are using the application, and how many installations are in progress.

The configuration of the system is critical to the successful operation and long-term viability of the applications. The hardware, software, and network must all work well together to form a total system. The Vendor(s) selected must work cooperatively with

the City's contracted network administrators and responsible City staff to ensure that the network is properly configured for use with the financial software system.

Bidding Criteria

Vendor responses must include:
   a. Executive summary
      i. Prepare a brief introduction including a general demonstration of understanding of the scope and complexity of the required work.
   b. Company profile
      i. Provide company contact information, how long you have been in business, and what services you provide.

   c. Experience and qualifications
      i. Identify individuals and list qualifications of key personnel who would be assigned to this project. Detail experience in work related to the proposed assignment and include examples of similar local government projects. Specify the Project Manager who will serve as a contact person.

   d. Cost proposal summary
   e. Deployment process
   f. Technical support services
   g. Local government references
      i. A list of appropriate local government clients shall be provided. At least five references shall be provided. Provide the names, telephone numbers, and titles of contacts where the vendor's software is currently in use.

The vendor must bid by module and identify the services encompassed within each module, detailing the cost/licensing fee, training hours and cost, conversion plan and cost, and annual maintenance/license fee.

3. Evaluation Process

3.1. Review Process
A team of reviewers will rate proposals. After the proposals have been evaluated, the reviewing team will determine whether formal presentations, demonstrations and/or interviews are necessary, and if so, which vendors will be invited to participate.

3.2. Evaluation Criteria
Proposals will be ranked based upon the quality, clarity and completeness of the written proposal, the ability to meet the City's functional and technical requirements, software scalability and ease of use, the qualifications, experience, and references of the vendor, the outcome of system demos and total cost of ownership. All proposals will be evaluated using the same criteria. Consequently, the City may select other than the lowest cost proposal. Criteria will be weighted as follows:

- **Responsiveness**: The City will consider the submission by the vendor to

determine whether the proposal is responsive to the purpose and scope (10%)
- **Software Quality and Features**: Ability to provide and support the required features in a user friendly environment (25%).
- **Ability to provide optional features** (5%).
- **Relevant Experience and Technical Support**: Experience in successful software conversion, implementation and maintenance as well as dedicated resources and technical support during and after implementation (25%)
- **References** (15%)
- **Cost:** Proposed cost of acquisition, installation, conversion, training, licensing, and annual maintenance/licensing. (20%)

The City reaffirms its right to make any selection it deems prudent, and further affirms its right to reject any or all proposals. Responding vendors or individual participants acknowledge through their participation that such selection or rejection is not subject to protest or contest.

Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful vendor.

4. Compensation

Contract Award and Execution

The City reserves the right to make an award without further discussion of the proposal submitted. The City shall not be bound or in any way obligated until both parties have executed a contract. The City also reserves the right to delay contract award and/or not to make a contract award. Contract award requires review and satisfaction of the City Attorney and City Manager as well as approval of the City Council. The vendor should be aware that the City is required by law to make certain records available for public inspection with certain exceptions.

The City will pay invoices submitted by the selected vendor as progress is made on the implementation project and agreed upon service as stipulated in the final agreement.

5. Publication

Seattle Times: November 2, 2015
Daily Journal of Commerce: November 2, 2015

6. Terms and Conditions

1. All facts and opinions stated within this RFP and in all supporting documents and data are based on available information from a variety of sources. Additional information may be made available via written addenda and posted on the City's website throughout the process. All oral communication will be considered unofficial and nonbinding on the City. No representation or warranty is made with respect thereto.

2. It is the Consultants responsibility to check the City's website for issuance of any addenda prior to submitting a proposal response. Respondents to this RFP shall be responsible for the accuracy of the information they provide to the City.

3. The City reserves the right to reject any and all submittals, to waive minor irregularities in any submittal, to issue additional RFP's, and to either substantially modify or terminate the Project at any time prior to final execution of a contract.

4. The City shall not be responsible for any costs incurred by the respondent(s) in preparing, submitting, or presenting its response to the RFP or to the interview process.

5. Nothing contained herein shall require the City to enter into exclusive negotiations and the City reserves the right to amend, alter and revise its own criteria in the selection of a respondent without notice.

6. The City reserves the right to request clarification of information submitted and to request additional information from any respondent.

7. The City will not accept any submittal after the time and date specified on the RFP.

8. If negotiations are not completed satisfactorily with the top ranked vendor, negotiations may proceed with the next most qualified vendor.

9. Upon selection of a qualified vendor through the RFP process, the City shall enter into a contract for services (based on an approved scope of services and budget) with the selected firm on terms and conditions acceptable to the City. Until execution of a contract, the City reserves the right to cease negotiations and to start the RFP process again.

10. The vendor awarded the contract will be subject to the City's requirements for insurance reflecting the minimum amounts and conditions as defined by the City.

11. The vendor shall procure and maintain for the life of the Contract/Agreement, Workers Compensation Insurance covering all employees with limits meeting all applicable state and federal laws.

12. All submittals will become the property of the City and will become public documents subject to public disclosure with limited exceptions. Any information included in the proposal that is of a proprietary nature must be clearly marked as such. The City shall be held harmless from any claims arising from the release of proprietary information not clearly designated as such by the proposing vendor. Notwithstanding the above, the City of Kenmore is a government body and its public records are subject to the provisions of the RCW. The Washington State Public Disclosure Act (RCW 42.17) requires public agencies in Washington to promptly make public records available for inspection and copying unless they fall within the specified exemptions contained in the act or are otherwise privileged. Qualifications submitted under the RFP process shall be considered public documents and, with limited exceptions, submittals that are recommended for contract award will be available for inspection and copying by the public.

13. Warranties must be clear, concise and in writing. Warranties shall be specific as to what is and is not covered along with the exact term of each covered item. Warranties shall cover all individual modules, supplied or created interfaces, and any ancillary product that is purchased from the awarded vendor. The awarded vendor will warrant and guarantee the seamless specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation.

Appendix A: Vendor Bid (pricing sheet)

Module	Software License Cost	Data Conversion Cost	Installation and Training Cost	Annual Maintenance and Technical Support Costs
General Ledger				
Budget				
Accounts Payable				
Project Accounting				
Cash Receipting				
Interfund Transfers/Allocations				
Banking/Reconciliation				
Payroll				
Ad hoc Reporting				
Human Resources				
Contract Management				
Purchase Orders				
Fixed Asset Tracking				
Grant Management				
Work Order/Service Tracking				
Total				